



WEST VIRGINIA  
**NORTHERN**  
COMMUNITY COLLEGE

# **ACTION** : CENTER

advising • career • transfer

**Advising, Career Counseling, and  
Transfer Initiatives**

# WELCOME

The Action (Advising/Career/Transfer) Center works closely with many departments in the college to offer services to students.

**The following offices/departments are integral for student success:**

- New Martinsville Action Center Counselor
- Meta-Advisors
- Faculty Advisors
- Staff Advisors
- Academic Affairs Office
- Alumni Office
- Student Engagement Office
- Financial Aid Office
- Records/Registrar's Office,
- The Academic Resource Center
- Economic and Work Force Development Office

Projects, initiatives, and services are planned with the Action Center to deliver programming, policies, and services that assist students.



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## Our Team

At WVNCC, we have chosen a “team approach” to advising. This means that our faculty and staff advisors work in tandem to provide a comprehensive advising/registration experience for our students. Ideally, student will meet with faculty to discuss specific information about recommended course and sequencing as well as career path information and planning. The staff advisors are readily available to assist with any part of the registration process, including troubleshooting any error messages students may encounter during registration. Additionally, the staff advisors help with course selection, checking pre-requisites, course sequencing when faculty advisors are not on contract (e.g. winter/holiday break and during summer months). Together, this provides a cohesive and cooperative experience where students have full access to all the information and resources needed.



## Meta-Advisors

The faculty meta-advisors work during the summer months and winter break to assist with advising and registration when the 9-month faculty are not on contract. They connect with students via the advising email, text, phone calls, Zoom, and on-campus meetings. The meta-advisors connect with students who need help with the process of enrollment. They connect with the students after they have been admitted to the college.



## Staff Advisors

Staff advisors work as part of the Action Center to assist students across all campuses. Staff advisors provide advising, career counseling, and registration assistance to WVNCC students. They work with students to create degree paths, utilizing Northern Navigator and the appropriate college catalog. Staff advisors also mentor student, connecting through Zoom Meetings, phone calls, texts, emails ([Advising@wvncc.edu](mailto:Advising@wvncc.edu)) and in-person meetings. Advisors may also work with the SGA and CAB to keep students active and involved on the campuses. They make connections with the high schools and help students determine their career path through WVNCC programs and degrees. They inform students of Action Center activities and events, such as Transfer Tuesdays.

# PREPARING TO ADVISE

## FIRST THINGS TO CHECK



### **Student Name and ID Number**

NOW, Navigator or SPAIDEN in Banner



### **Confirm Program of Study**

Student Information in NOW, Navigator, or SGASTDN in Banner



### **Holds on Account?**

SOAHOLD in Banner, Navigator. May be a future-dated hold.



### **Advising conversation**

“Thinking about enrolling part-time or full-time?”

Often, students need or appreciate some explanation about what “part-time” and “full-time” mean, as well as clarification about the overall time commitment (for every credit hour a student is enrolled, plan 2-3 hours of additional study time).

# HOW MANY CREDITS?

## Full-time or part-time?

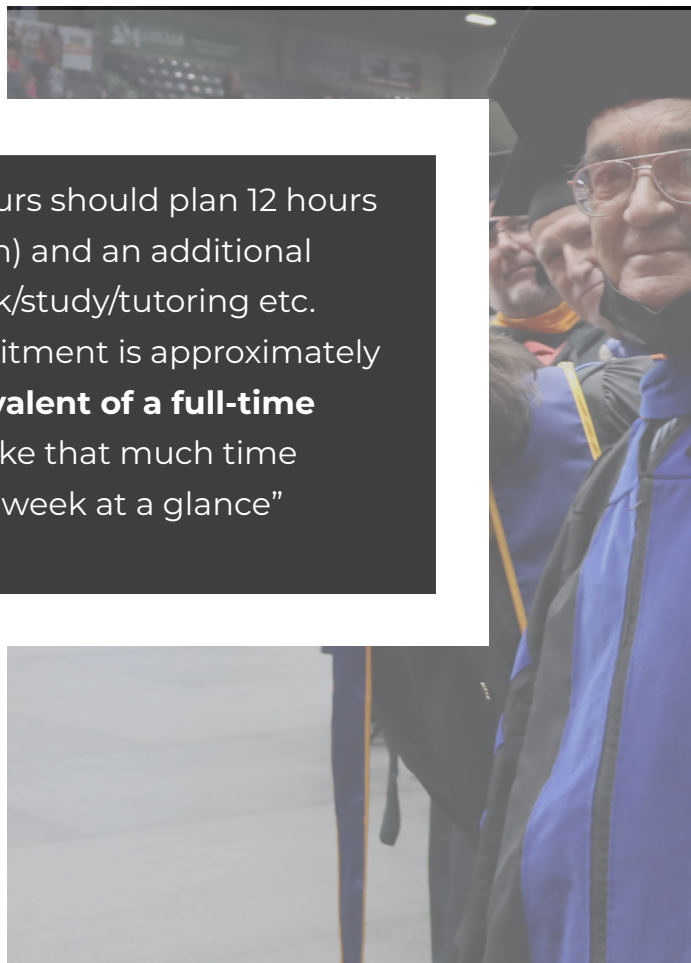
A student enrolled in 12 credit hours should plan 12 hours of “class time” (online or in-person) and an additional 24-36 hours of time for homework/study/tutoring etc. Therefore, the overall time commitment is approximately 36-48 hours per week – **the equivalent of a full-time job**, even though it doesn’t look like that much time investment when looking at the “week at a glance” schedule.

### Full-Time

minimum of 12 credit hours

### Part-Time

fewer than 12 credit hours



This conversation leads to discussing additional outside time commitments – work hours, other family responsibilities etc. It’s important to identify blocks of time that are committed (i.e. cannot be on campus before 9:00am, must leave by 4:00pm on certain days etc.) This can be useful when using Register to build schedules.

# BANNER NOTES & TIPS

Most screens require you to enter the student's ID number and often the code for the correct term. **Term codes start with the year, followed by 02 for Fall, 03 for Spring and 04 for Summer.**

## BANNER CODE FORMAT

### 23/24 ACADEMIC YEAR

Fall - 202302

Spring - 202303

Summer - 202304

### 23/25 ACADEMIC YEAR

Fall - **202402**

Spring - **202403**

Summer - **202404**

When you're ready to switch from one Banner screen to another, click the 'X' in the upper left corner. When you're ready to switch from one student to another (but want to see the same screen/information), click "Start Over" on the right-hand side.



# BANNER TERMS

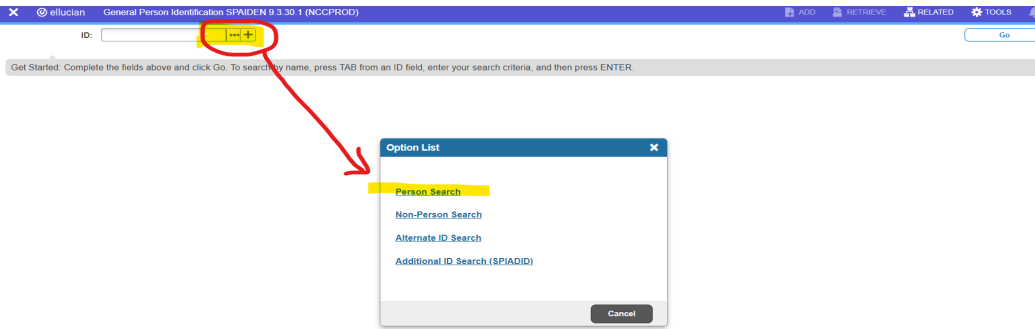
## GLOSSARY

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### PROGRAMS OF STUDY

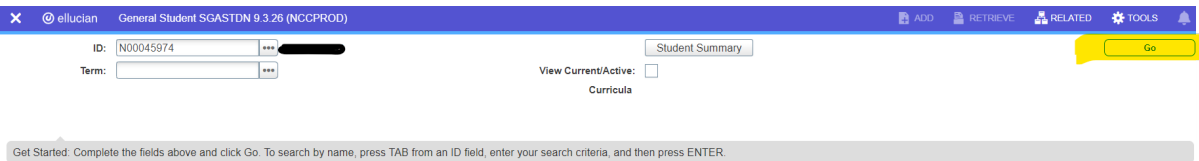
# SPAIDEN: General Personal Identification

Personal Info, Name, Address/Phone, Email/alternate Email. Can search for student using name only. You must click on the three dots in the ID block to search by name (see below):



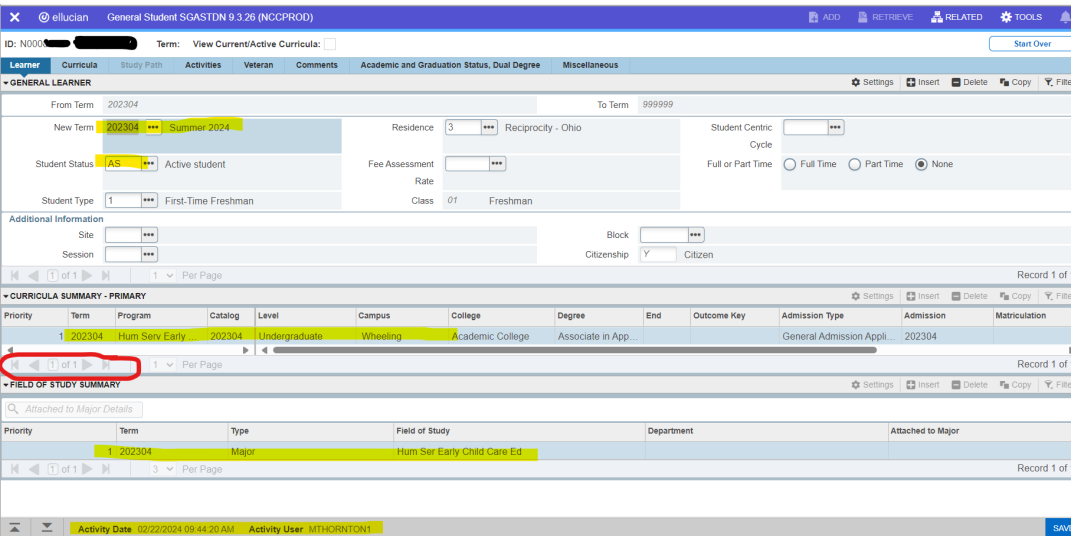
# SGASTDN: General Student

Current major as well as previous majors. You may see a box pop up on the right-hand side that says "You are running with a query only role. Some functions may not be allowed." Just disregard, enter the student ID number and proceed. NOTE – you do not need to enter a term; best to leave this blank. Just click "Go" after entering the ID number.



**SGASTDN Useful information** (see screenshot below): You can see this student was admitted for Summer 2024 and is an active student. The major is listed as Human Services Early Childhood Care & Education. In the red circled area, "1 of 1" indicates this student has not declared any other majors. If this student had previous majors, you'd see "1 of 3" for example, if there were three total majors.

At the bottom, you can see the date the application was processed and user name of the staff person who processed it.



# SOAHOLD: Hold Information

If a student has a “hold” on their account, you’ll see it on this screen. You can see the type of hold and determine if it is an active hold or if it has been resolved by checking the dates. In the screenshot below, the student had two previous holds, but they are not active because there is a past date posted. This indicates the date the hold was resolved/cleared.

Hold Sequence	Hold Type *	Hold Type Description	Reason	Release Indicator	Amount	From *	To *	Origination Code	Origination Code Description	Created User
11988	FH	Financial Hold	202203	<input type="checkbox"/>	1,217.00	04/09/2023	03/11/2024			KHYDE
115261	HS	Final High School Transcript	Weir Senior HS	<input type="checkbox"/>		10/1/2021	01/13/2022			RFERRISE

In the screenshot below, there is an active hold for a final transcript from Kent State. You can tell the hold is active because it began 03/08/24 (past date) and the end date is future-date (2099).

Hold Sequence	Hold Type *	Hold Type Description	Reason	Release Indicator	Amount	From *	To *	Origination Code	Origination Code Description	Created User
123328	FT	Final College Transcript	Kent State	<input type="checkbox"/>		03/08/2024	12/31/2099			MTHORNTON1
123147	FT	Final College Transcript	Bradford School	<input type="checkbox"/>		02/19/2024	03/11/2024			MTHORNTON1
100814	FH	Financial Hold	201602	<input type="checkbox"/>	710.78	11/07/2016	11/07/2016			RMEYERS
94467	FT	Final College Transcript	Belmont College	<input type="checkbox"/>		08/02/2016	08/02/2016			JDERRICO
76822	HS	Final High School Transcript	Martins Ferry HS	<input type="checkbox"/>		09/01/2013	08/19/2016			JDERRICO

In the screenshot below, the student does not have an active hold. This student’s hold is future-dated and will go into effect on the “to” date listed. This usually applies to an anticipated transcript or if a student is on a “bounce back” payment plan:

Hold Sequence	Hold Type *	Hold Type Description	Reason	Release Indicator	Amount	From *	To *	Origination Code	Origination Code Description	Created User
122362	FH	Financial Hold	202302-Bounce Back	<input type="checkbox"/>		05/01/2024	12/31/2099			KHYDE
122956	FT	Final College Transcript	Norco College	<input type="checkbox"/>		01/22/2024	12/31/2099			TBECKER
122957	FT	Final College Transcript	University of Oregon	<input type="checkbox"/>		01/21/2024	12/31/2099			TBECKER
119856	FT	Final College Transcript	Riverside Community College	<input type="checkbox"/>		03/17/2023	03/17/2023			SSMITH

## SOATEST: Test Score Information

This screen provides placement information. There may be a variety of entries on this screen. The first entries to check are “EPC” (English Placement Code) and “MPC” (Math Placement Code). Codes are entered for students when they apply, but they may be changed as additional information is received. Placement codes are determined using multiple measures. Students’ placement code may be based on ACT/SAT test scores, high school transcripts/GPA, college transcripts, or using WVNCC’s guided self-placement form.

EPC options are:	“0” – indicates ENG 097
	“1” – indicates ENG 101 with 101S or ENG 115/115S (supplemental course), or
	“2” – indicates stand-alone ENG 101 or ENG 115.
MPC options are:	“A” = Math course with supplement. Math courses that offer supplements include MATH 101, 109, 113, 115, 204, and 205.
	“B” = Stand-alone MATH 101, 109, 113, 115, 116, 204 and 205.
	“C” = MATH 210 (Intro to Statistics) eligibility
	“D” = MATH 108 (College Algebra) or 110 (Pre-Calculus)

# MULTIPLE MEASURES/GUIDED SELF-PLACEMENT

WVNCC no longer uses mandatory placement based on test scores. We now use multiple measures to help determine in which beginning level course a student should enroll. In SOATEST, you’ll find “**EPC**” (English Placement Code) and “**MPC**” (Math Placement Code) codes (see above guide for details on SOATEST). Measures that are considered include ACT or SAT test scores, high school transcripts and/or college transcripts. Regardless of the code listed, advisors should have a conversation with the student as to whether they agree with the placement as initially coded.

For example, if a student has MPC code “D” meaning they can take MATH 108 or 110, the advisor should review the course description/sample problems with the student to make sure they are comfortable with that course. All students, regardless of code, are encouraged to review our “Guided Self Placement” descriptions and sample assignments.

If, after reviewing the Guided Self Placement description, a student wants to take a higher-level course than their code indicates, the advisor needs to complete a “**Multiple Measures/ Guided Self Placement**” form indicating the student’s choice. The student and advisor will both sign the form.

**Once the form is signed, the advisor needs to enter updated information on SOATEST.**

You’ll enter a “Test Code”, as listed below. All SSE or SSM TEST CODES must have “3” entered as the “TEST SCORE”. You must also enter/update the EPC/MPC Test Code (see corresponding codes below).

**SSE 097** = ENG 097 (code “0”)

**SSE01S** = ENG 101 with Supplement (code “1”)

**SSE101** = ENG 101 (code “2”)

**SSE15S** = ENG 115 with Supplement (code “1”)

**SSE115** = ENG 115 (code “2”)

**SSM01S** = MATH 101 with Supplement (code "A")

**SSM101** = MATH 101 (code "B")

**SSM09S** = MATH 109 with Supplement (code "A")

**SSM109** = MATH 109 (code "B")

**SSM 210** = MATH 210 (Code "C")

**SSM108** = MATH 108 (Code "D")

**SSM110** = MATH 110 (Code "D")

(Math codes continue as listed above; if a course with supplement is chosen, use SSM with the last two digits of the course number and then S. If no supplement is needed, just list SSM and the three-digit course number).

\*NOTE – if WVNCC has not received any type of placement information, a code of "O" and "A" are entered. This does NOT mean the student is required to take ENG 097 and a math course with supplement. It just means we need to review the information and have the discussion as to which course is best.

\*NOTE - there may be multiple line items for different types of placement information the college has received but only one "EPC" and/or "MPC" line. This means that regardless of the different types of information received, the code listed is correct and current.

It is important to change the date when entering any information so all advisors/staff viewing SOATEST can know the information is current for that student.

The screenshot displays the SOATEST 9.3.15 (NCCPROD) interface. The top navigation bar includes options for ADD, RETRIEVE, RELATED, and TOOLS. The main content area is divided into several sections:

- TEST SCORE INFORMATION:** A table with columns for Test Code, Description, Test Score, and Test Date. The data is as follows:

Test Code	Description	Test Score	Test Date
EPC	English Placement Code	1	06/11/2024
MPC	Math Placement Code	A	06/11/2024
SSE01S	Self Selection ENG 101/101S	3	06/11/2024
SSM01S	Self Selection MATH 101/101S	3	06/11/2024
- Test Scores (1), (2), (3):** Input fields for Admission Request, Source, Revised or Recentered, and Equivalency Indicator.
- PERCENTILES:** A table with columns for Percentile, Percentile Type, Description, and Percentile Date. The data is:

Percentile	Percentile Type	Description	Percentile Date
	EPC		taken on 06/11/2024
- DETAILS:** A table with columns for Description, characters in range, and of. The data is:

Description	characters in range	of
EPC Scores can be a maximum of 1 - NUMERIC	0	2

# ROASTAT: Application Status

This screen shows financial aid eligibility status, and any limits on hours from the Financial Aid Office (limit on hour for academic probation found on a different screen). Be sure to enter the correct academic year (e.g. 2324 will give information for the 2023-24 year) and the student ID number, and then “Go”. You’ll see the following screen – note we usually click on “Eligibility Status” for the information needed:

The screenshot shows the 'Applicant Status ROASTAT 9.3.41 (NCCPROD)' interface. The 'Eligibility Status' tab is active. The 'APPLICANT STATUS' section includes fields for Aid Application Received (05/25/2023), Package (05/25/2023), Disbursement (05/17/2024), and Tracking Group (IV1 Independent Verification). The 'Packaging Group' section includes 'Expected Enrollment Status' (1=Full Time) and 'Expected Enrollment Rule Sequence' (1 Selected, Verification Complete). A 'SAVE' button is visible at the bottom right.

On the “Eligibility Status” tab, you will see codes including “R” (Reviewed), “F” (First-time student; no review available/needed), “X” (Not Reviewed). If a student has a limit on hours, there will be a number in the box under “New”. Student in the screenshot below does not have a limit on hours:

The screenshot shows the 'Satisfactory Academic Progress' table. The 'New SAP Status' column contains 'R', 'F', and 'X'. The 'New' column contains 'Reviewed - making good prog.', 'First Time Northern FA Student', and 'Not yet reviewed'. The 'Activity Date' column shows '05/17/2024', '02/12/2024', and '05/23/2022'. The 'User ID' column shows 'JMILLER20' and 'KHERR'. A red circle highlights the 'New SAP Status' column.

Term	Calculated SAP Status	New SAP Status	Lock Indicator	Calculation	New	Activity Date	User ID
202304		R	<input type="checkbox"/>		Reviewed - making good prog.	05/17/2024	JMILLER20
202303		F	<input type="checkbox"/>		First Time Northern FA Student	02/12/2024	JMILLER20
202103		X	<input type="checkbox"/>		Not yet reviewed	05/23/2022	KHERR

# RPAAWRD: Award Maintenance

This is where you can see the amount and type(s) of financial aid a student can receive.

https://xencprod.wvnet.edu/applicationNavigator/seamless

Award Maintenance RPAAWRD 9.3.43 (NCCPROD)

Aid Year: 2324 ID: N00 [REDACTED] WD Exists for Aid Year Start Over

**Award Maintenance** | Award Schedule | Disbursement Schedule | Direct Loan Interface

Settings | Insert | Delete | Copy | Filter

Fund	Description	Status	Offered	Accepted	Declined or Cancelled	Memoed or Authorized	Paid	Sche...	Lock *	Unmet Need Override	Replace EFC Override	Tracking Requir... Override	Federal Limit Override	Fund Limit Override	Fund Award Rule	Inform... Access	System
DLSUB	Fedri Direct Sub Studen...	ACPT	2,250.00	2,250.00			2,228.00	<input type="checkbox"/>	N	N=No	N=No	N=No	N=No	N=No	N=No	<input checked="" type="checkbox"/>	M
DLUNSB	Fedl Direct Unsub Stud...	ACPT	3,000.00	3,000.00			2,970.00	<input type="checkbox"/>	N	N=No	N=No	N=No	N=No	N=No	N=No	<input checked="" type="checkbox"/>	M
PELL	Federal Pell Grant	ACPT	2,645.00	2,645.00			1,983.00	<input type="checkbox"/>	N	N=No	N=No	N=No	N=No	N=No	N=No	<input checked="" type="checkbox"/>	S
SEOG	WVNCC Federal SEOG	ACPT	0.00	0.00				<input type="checkbox"/>	N	N=No	N=No	N=No	N=No	N=No	N=No	<input checked="" type="checkbox"/>	M
<b>Totals</b>			7,895.00	7,895.00			7,181.00										

1 of 1 | 10 Per Page | Record 1 of 4

**Summary** | Packaging Group | Pell | Loans

Insert | Delete | Copy | Filter

	Budget	SAI/EFC	Gross Need	Unmet Need
FM	18,958.00	4,797	14,161.00	9,266.00
IM				
Pell	19,004.00	4,797		

Offered 7,895.00 | Aid Period S/SUM | Pell Aid Period

Resource 0.00 |  Packaging Lock | Crossover Aid Year

Budget Group ISINDN |  BBAYS Awarded | Pell Award

SAVE

# RRAAREQ: Applicant Requirements

This screen shows all required documents needed to complete a student's financial aid file. All documents must be received/processed for a student to be held in classes (avoid being de-enrolled). NOTE – when entering the academic year (e.g. 2324 for 2023-24 year) and student's ID number, you may see a message stating "query mode only". Disregard, just click "Enter" and you should move forward to the RRAAREQ information.

In the screenshot below, you can see the student has satisfied all requirements

S	Satisfied
Y	Yes in the highlighted columns

## Other important codes you may see:

"P" = Pending – document received, still being processed

"E" = Expected – document is missing and still needed

"I" = Incomplete – missing documents or submitted document was incomplete

# SAAADMS: Admissions Application

Admissions Information is available here; however, there is usually more detailed information on SGASTDN and most advisors use it more. SAAADMS may be a good back-up screen to check if you can't find information on SGASTDN.

## SFAREGF: Student Course/Fee Assessment Query

This screen shows course registration activity for a particular semester. There will be a registration code for each course. Common codes are:

RW	Web registered - student registered in their portal
RE	Registered - staff/administrator registered the student in the course
DW	Web Dropped - student withdrew in their portal, grade of 'W'
DD	Drop/Delete - administratively withdrawn from course; no record on transcript
AW	Administrative Withdrawal <i>or</i> Attendance Withdrawal - faculty processed a withdrawal; grade of "W" on transcript
WC	Withdraw Course - staff member processed withdrawal; grade of 'W' on transcript
DN	Drop No Charge - occurs during the first week of the term only
DP	Drop Prior - staff processes withdrawal prior to the start of term
CC	Course Canceled - usually due to low enrollment

## SFAREGS: Student Course Registration

This screen is where advisors can register students administratively.

Full-time, staff advisors and administrators have this capability. Staff enter the CRN of the identified courses and the "RE" code will appear to indicate "Registered".

## SFARSTS: Course Registration Status Form

This screen shows the dates that certain registration codes can be used.

For example, the last day to drop a course, based on the part of term it runs will be indicated. It also includes the last day to register/add a course.

In the screenshot below, enter the appropriate term code and the select the appropriate "part of term" code (click the three dots to see the code options).

The screenshot displays the SFARSTS Course Registration Status Form interface. The main form has fields for Term (202303), Spring 2024, Part of Term (1), and Full Term. A modal dialog box titled "P/T Code Validation (STVPTRM)" is open, showing a list of codes and descriptions:

Code	Description
CLC	Course Learning Contract
1	Full Term
2	First Half term
3	Last Half Term
4	First Third Term
6	Last Third Term
M	Labor Day Term
N	Blank
AA	Blank

The dialog box also includes a search criteria field, a table with 10 records, and navigation buttons (Cancel, OK). The main form footer shows "EDIT Record 1/1", "KEY: BLOCK,XXXXXXX\_PTRM\_CODE [1]", "©2000 - 2024 Ellucian. All rights reserved.", and the "ellucian" logo.



In the screenshot below, several dates are listed. Last date for "AW" and for the student to withdraw are highlighted as examples. Be sure to check the "End Date":

Status *	Description	Affected By Student Status *	Start Date *	End Date *	Voice Response Indicator
AD	Administrative Drop	<input type="checkbox"/>	11/01/2023	04/26/2024	<input type="checkbox"/>
AU	Audit course	<input type="checkbox"/>	01/16/2024	01/22/2024	<input type="checkbox"/>
AW	Admn. Withdrl.	<input type="checkbox"/>	01/16/2024	03/12/2024	<input type="checkbox"/>
CC	Class Cancelled	<input type="checkbox"/>	11/01/2023	05/10/2024	<input type="checkbox"/>
CW	Course Dropped with "W" G..	<input type="checkbox"/>	01/23/2024	04/26/2024	<input type="checkbox"/>
DD	Drop/Delete	<input type="checkbox"/>	11/01/2023	04/26/2024	<input type="checkbox"/>
DN	Drop No Charge	<input type="checkbox"/>	01/16/2024	01/22/2024	<input type="checkbox"/>
DP	Drop Prior to class start	<input type="checkbox"/>	11/01/2023	01/15/2024	<input type="checkbox"/>
DW	Drop prior to class start-Web	<input type="checkbox"/>	11/01/2023	01/15/2024	<input type="checkbox"/>
EX	**Exam Cred**	<input type="checkbox"/>	01/16/2024	01/22/2024	<input type="checkbox"/>

Activity Date: 10/31/2023 12:00:00 AM SAVE

Record: 416 SERBSTS.SERBSTS.BST.S.CODE(1) ©2000-2024 Ellucian. All rights reserved. ellucian

## SFASRPO: Student Registration Permit-Override

This screen is for entering overrides. Overrides can be entered if faculty approval is given. Approval must come from the instructor of the course. Always make a note in SPACMNT regarding approval received (via phone or email etc.). In the screenshot below, note that the override is highlighted near the top of the page. When entering the override, click the three dots (circled) to select the type of override. Then enter the CRN and "Save" at the bottom of the page. Also note, at the very bottom of the screen, you can see which advisor entered the override, in case you have follow up questions.

Permit *	Permit Description	CRN	Subject	Course Number	Section
DPR/COREC	DPR Prerequisite/Conquisite	20057	HS	205	401

CRN	Part of Term	Subject	Course Number	Section	Available	Waitlisted	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Begin Time	End Time	Error	Link	Croslist Group	Campus	Sched
20063	1	HS	101	401	6	0								1000	1245				4	A
20064	1	HS	210	401	9	0								1430	1715				4	A
20082	1	PSYC	105	401	1	0													4	A
20493	1	HS	100	403	20	0								1730	1845				4	A
20059	M	HS	147	402	18	0													4	A

## SFASTCA: Student Course Registration Audit

This screen is an audit of the student's registration history for a specific term. It shows every key stroke for that student's registration (all errors etc.). You can filter information to determine activity for a specific course. In the screenshot below, note the "Filter" button on the right-hand side. Also note, the "RE" code indicates that the advisor administratively registered this student. Finally, note HS 100 has multiple entries, with two different CRNs. There is an "Open Reserved for Wait List" note on the first entry. This tells you that the section was full, so the student added a different section.

Sequence Number	Term	CRN	Subject	Course	Section	Campus	Level	Grading Mode	Attempted Hours	Credit Hours	Bill Hours	Source	Course Status	Status Date	Add Date	Block	Message
1	202402	20950	HS	100	401	4	01	N	3,000	3,000	3,000	TEMP	RE	06/26/2024	06/26/2024		Open - Reserved for Wait List
2	202402	20957	HS	205	401	4	01	N	1,000	1,000	1,000	TEMP	RE	06/26/2024	06/26/2024		Field of Study Restriction - Major
3	202402	20493	HS	100	403	4	01	N	3,000	3,000	3,000	BASE	RE	06/27/2024	06/27/2024		
4	202402	20953	HS	101	401	4	01	N	3,000	3,000	3,000	BASE	RE	06/27/2024	06/27/2024		
5	202402	20959	HS	147	402	4	01	N	3,000	3,000	3,000	BASE	RE	06/27/2024	06/27/2024		
6	202402	20964	HS	210	401	4	01	N	3,000	3,000	3,000	BASE	RE	06/27/2024	06/27/2024		
7	202402	20882	PSYC	105	401	4	01	N	3,000	3,000	3,000	BASE	RE	06/27/2024	06/27/2024		
8	202402	20957	HS	205	401	4	01	N	1,000	1,000	1,000	TEMP	RE	06/27/2024	06/27/2024		Field of Study Restriction - Major

## SGAADVR: Multiple Advisors

This screen shows the faculty advisor assigned.

The name listed should be the Program Director. The students can see this in their student portal on the main page, under “Academic Profile”. It is also listed in NOW.

The screenshot shows the 'Multiple Advisors SGAADVR 9.3.13 (NCCPROD)' interface. It includes a search bar with 'Term: 202402' and a 'Start Over' button. Below is a table with columns: ID, Name, Advisor Type, Advisor Type Description, and Primary Indicator. The table lists three advisors: HUMANSV (WVCC-Human Services/Social Work, Head Napier, ADV, Faculty Advisors), ADVISING (ADVISING CENTER, ACTION Center, ADCR, Advising Center), and COACHING (WVCC, Success Coaching, T3SC, Success Coach). The 'Primary Indicator' column has checkboxes, with the first one checked.

ID	Name	Advisor Type	Advisor Type Description	Primary Indicator *
HUMANSV	WVCC-Human Services/Social Work, Head Napier	ADV	Faculty Advisors	<input checked="" type="checkbox"/>
ADVISING	ADVISING CENTER, ACTION Center	ADCR	Advising Center	<input type="checkbox"/>
COACHING	WVCC, Success Coaching	T3SC	Success Coach	<input type="checkbox"/>

## SHATERM: Term Sequence Course History

This screen shows academic standing (good standing, probation status), GPA and hours attempted/earned.

This is one of the screens that may say “query only mode”. Just click “enter” to move beyond that message and see the information. Note – after you enter the student ID number, you must also enter “Course Level Code”. Click the three dots to select “01 – Undergraduate level”, and then “Go”.

The screenshot shows the 'Term Sequence Course History SHATERM 9.3.17 (NCCPROD)' interface. It includes a search bar with 'Course Level Codes by Person: 01' and 'Start Term: 202402'. Below is a section for 'CURRENT STANDING' with fields for 'First Term Attended' (202104) and 'Last Term Attended' (202303). The 'Academic Standing' is 'Good Standing'. Below this is a table with columns: Institution, Transfer, Overall, Attempted Hours, Passed Hours, Earned Hours, GPA Hours, Quality Points, and GPA. The table shows data for three rows, with the 'Overall' row having 82,000 Attempted Hours, 70,000 Passed Hours, 70,000 Earned Hours, 70,000 GPA Hours, 253.00 Quality Points, and 3.61 GPA.

Institution	Transfer	Overall	Attempted Hours	Passed Hours	Earned Hours	GPA Hours	Quality Points	GPA
			18,000	18,000	18,000	18,000	69.00	3.83
			64,000	52,000	52,000	52,000	184.00	3.33
		Overall	82,000	70,000	70,000	70,000	253.00	3.61

## SOAHSCH: High School Information

This screen shows high school information, and whether we have received the final high school transcript.

Sometimes students submit a transcript prior to graduation. If we receive a transcript before graduation, it will be noted as “Suppl” (supplemental) 0002.

If a student completed high school within the last five years, a high school transcript is required. If a student is applying to a selective admission program, they are required to submit a final high school transcript regardless of when they graduated. Sometimes, Financial Aid will require a high school transcript for certain types of aid.

The screenshot shows the 'High School Information SOAHSCH 9.3.29 (NCCPROD)' interface. It includes a search bar with 'High School \* 490920' and 'Oak Glen High School'. Below is a section for 'HIGH SCHOOL DETAILS' with fields for 'High School \*', 'Enrollment Planning', 'Service Code', 'Graduation Date' (05/23/2021), 'Transcript Received' (08/05/2022), 'Class Rank and Size' (56 / 148), and 'Percentile' (62). The 'GPA' field is 3.6, and the 'Admissions Request' is '0001 High School Transcript - Final'.

# SOAPCOL: PriorCollege

This screen shows prior college information, including transcript(s) received (see screenshot below):

NOTE – the red circled area indicates there is a second transcript required. Click the arrow to see the second screen to determine if the transcript has been received, is official etc.

# SPACMNT: Person Comment

This screen is for “Comments”.

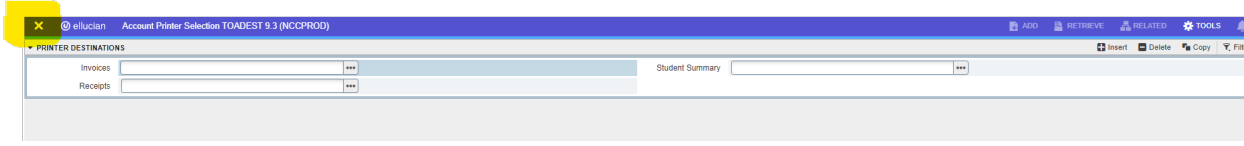
Enter notes about permissions/overrides etc. here. Check this screen for status of course waiver/ substitution requests. There may be multiple screens (see screenshot below, highlighted “1 of 5”).

If you enter a new note/comment, be sure to click “Insert” to get a blank space to add your information.

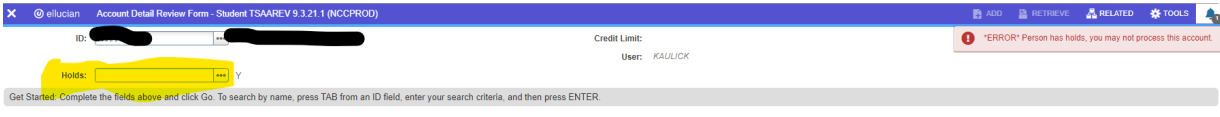
# TSAAREV: Account Printer Selection

Payment screen, account history/information is found here.

After entering "TSAAREV", you'll see the screen below. It's blank, but just click the "x" in the upper left corner to move forward:



If a student has a hold, a red box will say you can't go any further. However, just enter "OVR" in the "Holds" box and it will let you move forward.



## NOTES for TSAAREV:

1. The screen automatically displays up to ten entries/line items, but you can expand by click the arrow beside "per page" (highlighted below) and selecting up to 50 line items per page.
2. You can filter by semester to see charges/payment/disbursements for a specific semester (click "filter" on the right-hand side of the page, highlighted below).
3. Near the bottom, you can see "Query Balance" if the student still owes anything. You can also see "Authorized Aid" if the student has aid that will be applied to the balance.
4. Note the columns for "Charge" and "Payment" as well as the "Date Effective" to determine student charges and payments.
5. In the "Detail Code" column (far left), anything that starts with "RF" indicates an amount refunded to the student.

Detail Code *	Description *	Term *	Charge	Payment	Balance	Source *	Effective Date	Transaction Date	Aid Year	Period	Receipt	Original Charge *	Contract Detail *	Trane Number	Trane Paid	Docum
RF PE	Pell Grant	202304	661.00		0.00	T	06/27/2024	06/27/2024						08		S0111
PELL	Pell Grant	202304			661.00	F	06/18/2024	06/18/2024	2324	202304						
TU02	Tuition In-State	202304	-450.00		0.00	R	05/31/2024	05/31/2024								
STAC	Student Activity Fee	202304	-37.00		0.00	R	05/31/2024	05/31/2024								
SMAF	Summer Admin Fee	202304	-25.00		0.00	R	05/31/2024	05/31/2024								
ITCF	Information Tech Crse Fee	202304	-45.00		0.00	R	05/31/2024	05/31/2024								
FACF	Facilities Fee	202304	-80.00		0.00	R	05/31/2024	05/31/2024								
CAPF	Capital Fee (Student)	202304	-50.00		0.00	R	05/31/2024	05/31/2024								
ADMF	Administrative Fee (Student)	202304	-50.00		0.00	R	05/31/2024	05/31/2024								
TU02	Tuition In-State	202304	-450.00		0.00	R	05/24/2024	05/24/2024								

Query Balance: 0.00  
Authorized Aid: 0.00

# SSASECT: Schedule

This screen shows course information for a specific section.

Screenshot below highlights information on the initial screen. Note that you can view additional tabs with other details (Section Enrollment Information and Meeting Time and Instructor tabs highlighted).

The screenshot shows the 'SSASECT: Schedule' interface. The top navigation bar includes 'ADD', 'RETRIEVE', 'RELATED', and 'TOOLS'. The main header displays 'Term: 202402', 'CRN: 20063', 'Subject: HS', 'Course: 101', and 'Title: Understanding Group Proc & Dyn'. Below this, there are tabs for 'Course Section Information', 'Section Enrollment Information', 'Meeting Times and Instructor', and 'Section Preferences'. The 'Course Section Information' tab is active, showing details for 'Subject: HS HUMAN SERVICES', 'Course Number: 101', 'Section: 401', and 'Campus: 4 Distance Education'. Other fields include 'Status: 0 Open', 'Schedule Type: A Lecture', 'Instructional Method: ONLS Online Synchronous Course', and 'Grade Mode'. The 'CLASS TYPE' section shows 'Traditional Class' with 'Part of Term: 1' and 'Start Date: 08/26/2024'. The 'CREDIT HOURS' section includes fields for 'Credit Hours', 'Billing Hours', and 'Contact Hours', each with a value of 3.000 and radio button options for 'None', 'To', and 'Or'. The 'CLASS INDICATORS' section is also visible at the bottom.

# SFASLST: Class Roster

This screen lists the students registered in a particular section of a course. Note the registration codes of **RE** – student was administratively registered, **RW** – student registered themselves and **WL** – students on the wait list

The screenshot shows the 'SFASLST: Class Roster' interface. The top navigation bar includes 'ADD', 'RETRIEVE', 'RELATED', and 'TOOLS'. The main header displays 'Term: 202402', 'Fall 2024', 'CRN: 20060', 'HS', '100', '401', and 'Roll: Degree Award Status: Select...'. Below this, there are tabs for 'CLASS ROSTER', 'Settings', 'Insert', 'Delete', 'Copy', and 'Filter'. The 'CLASS ROSTER' tab is active, showing a table of students. The table has columns for 'Sequence', 'ID', 'Name', 'Status', 'Status Date', 'Midterm Grade', 'Final Grade', 'Grade Mode', 'Incomplete Final Grade', 'Extension Date', 'Hours', 'Rolled', 'Grade Comment', 'Grade Comment Description', and 'Narrative Grade Comment'. The 'Status' column contains values like 'RW', 'RE', and 'WL'. The 'Hours' column contains values like 3.000 and 0.000. The 'Narrative Grade Comment' column is mostly empty. The bottom of the screen shows 'Record 1 of 21' and a 'SAVE' button.

# SUAMAIL: Student Mail

Here, you can see when a student's acceptance letter was sent.

This letter contains their student email and ID number, which will enable them to log into the student portal.

The screenshot shows the 'SUAMAIL: Student Mail' interface. The top navigation bar includes 'ADD', 'RETRIEVE', 'RELATED', and 'TOOLS'. The main header displays 'ID: [redacted]'. Below this, there are tabs for 'STUDENT MAIL', 'Settings', 'Insert', 'Delete', 'Copy', and 'Filter'. The 'STUDENT MAIL' tab is active, showing a table of student mail items. The table has columns for 'System', 'Term', 'Module', 'Admin ID', 'Material', 'Letter', 'Letter Description', 'Initiated Date', 'Print Date', 'Source', 'Initials', 'Quantity', and 'Wait Days'. The 'System' column contains values 'S' and 'S'. The 'Term' column contains values '202202' and '202102'. The 'Module' column contains values 'Admissions' and 'Admissions'. The 'Admin ID' column contains values 'ACCEPTPres' and 'ACCEPTPres'. The 'Material' column contains values 'ACCEPTPres' and 'ACCEPTPres'. The 'Letter' column contains values 'ACCEPTPres' and 'ACCEPTPres'. The 'Letter Description' column contains values 'Accept Letter from President' and 'Accept Letter from President'. The 'Initiated Date' column contains values '05/24/2022' and '05/18/2021'. The 'Print Date' column contains values '05/24/2022' and '05/18/2021'. The 'Source' column contains values 'Generated' and 'Generated'. The 'Initials' column is empty. The 'Quantity' column is empty. The 'Wait Days' column is empty. The bottom of the screen shows 'Record 1 of 2' and a 'SAVE' button.

## GOATPAC: Third Party Access

If a student cannot access their portal, or if they can get into the portal but not into NOW, you can reset/refresh information on GOATPAC that often corrects the problem.

NOTE – sometimes students see a screen asking for a User ID/Login/PIN information. This is an error. There is nothing the student can enter that will work. GOATPAC needs to be reset to correct the problem.

The screenshot below is an example of a student who will NOT be able to get into NOW because no information is included on GOATPAC. The highlighted boxes need to be completed. The “PIN Disabled” box should never be checked, but the “Web Terms Accepted” box should always be checked. Advisors need to enter a date in the future for the PIN Expiration date. Typically, we enter a date approximately two years into the future. Also, you can “Reset PIN”. Be sure to click “SAVE” at the bottom of the screen.

The screenshot shows the 'Third Party Access GOATPAC 9.3.26 (NCCPROD)' form. The 'PIN Disabled' checkbox is unchecked. The 'Web Access Terms Accepted' checkbox is checked. The 'PIN Expiration Date' is set to 06/11/2024. The 'Last Web Access Date' is set to 06/11/2024. The 'Third Party ID' is 'kimman'. The 'Reset PIN' button is highlighted in yellow. A 'SAVE' button is also highlighted in yellow at the bottom right of the form.

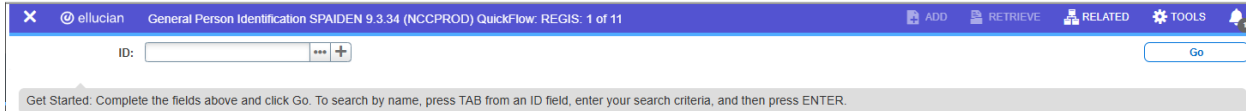
The screenshot below shows an updated version of GOATPAC which should allow the student to access NOW:

The screenshot shows the 'Third Party Access GOATPAC 9.3.26 (NCCPROD)' form. The 'PIN Disabled' checkbox is unchecked. The 'Web Access Terms Accepted' checkbox is checked. The 'PIN Expiration Date' is set to 05/20/2026. The 'Last Web Access Date' is set to 06/11/2024. The 'Third Party ID' is 'kimman'. The 'Reset PIN' button is highlighted in yellow. A 'SAVE' button is also highlighted in yellow at the bottom right of the form. A green message at the top right of the form says 'No changes to save'.

## REGIS:

This screen takes you through a series of some of the most common screens to gather information before the advising appointment.

If you look at the middle of the screen, you will notice that it says “SPAIDEN.....REGIS: 1-11” indicating that the current screen is SPAIDEN and it's screen 1 of 11 in the REGIS list. The other screens are (in order): SPAIDEN, SAADMS, SOAHOLD, SOATEST, SOAPCOL, SHATERM, SGASTDN, RRAAREQ, ROASTAT, SGAADVR, SOAAPPT



The screenshot shows the top portion of a software application window. The title bar is blue and contains the text "ellucian General Person Identification SPAIDEN 9.3.34 (NCCPROD) QuickFlow: REGIS: 1 of 11". On the right side of the title bar are icons for "ADD", "RETRIEVE", "RELATED", "TOOLS", and a notification bell with a "1" indicator. Below the title bar is a search area with the label "ID:" followed by a text input field containing three asterisks (\*\*\*) and a plus sign (+) button. To the right of the input field is a "Go" button. At the bottom of the window, a grey instruction bar reads: "Get Started: Complete the fields above and click Go. To search by name, press TAB from an ID field, enter your search criteria, and then press ENTER."



ADVISING  
CAREER  
TRANSFER

